



## **JOB POSTING – IT Business Analyst**

<b>Organization:</b>	Right To Play International
<b>Department/Division:</b>	Information Technology (IT)
<b>Work location:</b>	Toronto, Canada
<b>Work arrangement:</b>	A combination of in-office and remote-working in accordance with Right To Play's work arrangement and the operational needs of the department
<b>Authorized to work in:</b>	Canada (Eligible to work legally without requiring sponsorship)
<b>Target Hiring Range:</b>	\$73,000 - \$78,000 CAD per annum
<b>Target Start Date:</b>	Immediate
<b>Contract Duration:</b>	Permanent/Full-time
<b>Closing Date:</b>	Open until position is filled

### **BACKGROUND:**

Right To Play is a global organisation that protects, educates and empowers children to rise above adversity using play. By harnessing play, one of the most powerful and fundamental forces in a child's life, we helped 2.3 million children last year to stay in school and out of work, to prevent life-threatening diseases like HIV and malaria and to stay safe from exploitation and abuse. We are the only global development organization focused exclusively on using play to transform the lives of children and youth impacted by poverty, war, disease and inequality.

Established in 2000, Right To Play reaches children through experiential programming in 15 countries in Africa, Asia, the Middle East, and North America. These programs are supported by our headquarters in Toronto, Canada; London, UK and eight national offices across Europe (Germany, The Netherlands, Norway, Sweden, Switzerland, UK) and North America (Canada, US).

With a shared passion for our mission, our Culture Code guides how we act and interact based on five core pillars:

- Accept Everyone – *Be intentional about inclusion*
- Make Things Happen – *Seek opportunities to lead and innovate*
- Display Courage – *Act with integrity*
- Demonstrate Care – *Look after yourself and one another*
- Be Playful – *Have fun at work*

Please visit [our website](#) to learn more about who we are and what we do, and [watch this video](#) to find out about the five pillars of our Culture Code.





## **JOB SUMMARY:**

Reporting to the Director, IT, the Business Analyst will be responsible for the day to day administration and support of Dynamics 365 CRM environment management and gatekeeper of change requests for enterprise applications.

Assisting with/supporting Director, IT with strategic business, process and technology analysis services in key projects to identify and address operational, financial and technological risks as well as highlight opportunities for efficiencies.

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## **PRIMARY RESPONSIBILITIES:**

### **Job Responsibility #1: Administration & Maintenance, Application Support (50% of Time):**

- Provides technical and functional support as required by end users, business owners and external support vendor(s).
- Administers user account in accordance with application security model and company compliance policy.
- Works with data owners to devise, coordinate, and conduct regular data-cleansing initiatives to purge and eliminate corrupt or redundant information from application databases.
- Creates and maintains application design, support and training documentation.

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### **Job Responsibility #2: Strategic Analysis (30% of Time):**

- Works closely with business units to develop and implement new business strategies and business models to overcome key business challenges quickly and effectively.
- Performs discovery, engages subject matter experts and stakeholders, captures and translates requirements and configures applications to meet business needs.
- Plans the functional design and architecture of key enterprise applications including identifying opportunities for integration and automation.
- Assists with initiatives to highlight gaps in business processes and make recommendations for improvement.
- Actively communicates analysis and due diligence findings within team(s).
- Develops and implements quality assurance processes by facilitating user acceptance, regression and integration testing.

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### **Job Responsibility #3: Reporting & Communications (15% of Time):**

- Acts as liaison between business and IT groups.
- Provides ongoing update reports on project/initiative status, application roadmap, goals and objectives to business owners and key stakeholders.
- Facilitates user group meetings and forums to keep users engaged and up to date with system features,



- changes and project/initiative progress and planning.
- Drives system acceptance within the working groups and business owners through ongoing training, documentation and advocacy.
- Facilitates training on MCRM for users

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#### **Job Responsibility #4: Other Tasks as Assigned (5% of Time)**

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#### **MINIMUM QUALIFICATIONS (Must have):**

##### **EDUCATION/TRAINING/CERTIFICATION:**

- Diploma in Business Administration or related fields with commensurate experience

##### **EXPERIENCE:**

- 3 year's business analysis experience in technology implementation projects inclusive of hands-on experience in administering and supporting enterprise applications
- Experience with Microsoft Dynamics 365
- Demonstrable experience evaluating business processes, identifying areas of improvement, and implementing solutions.

##### **COMPETENCIES/PERSONAL ATTRIBUTES:**

- Recent in-depth experience facilitating requirements elicitation, documentation, and analysis.
- Strong customer-service orientation and professional presence.
- Excellent written and oral communication skills.
- Excellent listening and interpersonal skills.
- Ability to communicate ideas in both technical and user-friendly language.

##### **KNOWLEDGE/SKILLS:**

- Strong knowledge of quality assurance best practices and methodologies.
- Strong knowledge of data management, including data capture, warehousing, segmentation, mining, storing, cleansing, and security.

##### **LANGUAGES:**

- Fluency in spoken and written English.

##### **WHO YOU ARE:**

You are a detail oriented, self-started with the ability to spot application issues. You are an effective communicator who is able to communicate ideas in both technical and user friendly language. You are a driver of continuous



improvement in process and planning for the organization. You have a keen eye for detail and a positive, follow-through mindset.

#### WHAT YOU'LL GET:

The opportunity to work with a passionate, innovative and collaborative team where you have the ability to make things happen. You will gain experience working for a Great Place to Work® Canada Certified and globally recognized organization with a healthy culture premised on our Culture Code (**accept everyone, make things happen, display courage, demonstrate care and be playful**). In addition, we offer a competitive salary and benefits package including Group RRSP Plan, gym membership, flexible work policy (e.g. work from home and flex hours), personal days, personal learning and development days and summer/winter hours.

#### HOW TO APPLY:

If you are interested in applying for this position, please apply [here](#) with your resume and cover letter.

While we thank all applicants for their interest, only those selected for interviews will be contacted. **Shortlisting of applications will begin immediately and interviews may be held before the closing date.**

Right To Play provides equal employment opportunities to employees regardless of their gender, race, religion, age, disability, sexual orientation or marital status. As such, we encourage groups who have been historically disadvantaged with respect to employment to apply for positions at Right To Play. We offer a family-friendly environment that allows for flexible work arrangements in order to support staff diversity and ensure a healthy work-life balance.

We are a child-centered organization. Our recruitment and selection procedures reflect our commitment to the safety and protection of children in our programs. **The successful candidate will be required to provide a satisfactory Vulnerable Sector Screening or equivalent criminal check as a condition of employment.**

#### EMPLOYEE VACCINE POLICY:

To protect the health and safety of our employees and the communities we serve, Right To Play requires all employees and volunteers based in Canada to be fully vaccinated against COVID-19. **The successful candidate will be required to provide proof of vaccination against COVID-19 as a condition of employment.**

#### ACCOMMODATION:

Should you require any form of accommodation during the recruitment process, kindly contact the People & Culture team by email at [careers@righttoplay.com](mailto:careers@righttoplay.com)

